

Mission Statement

The Torrance Police Department mission is to preserve public safety and quality of life within the City of Torrance, to respond effectively to the changing needs of the community, and to promote mutual respect between the Police

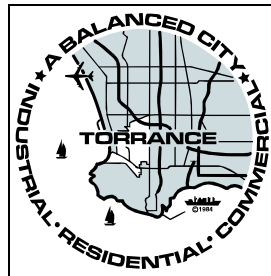
The City

Located in Los Angeles County's South Bay, Torrance borders the Pacific Ocean and beach communities to the west and the Palos Verdes peninsula to the south. Ideally situated near the 405 (San Diego) freeway and 20 minutes from the Los Angeles International Airport, Torrance occupies 21 square miles, including a beachfront and the Madrona Marsh, a fresh-water habitat. Torrance is within a 45-minute drive of many major Southern California attractions.

Incorporated in 1921 and chartered in 1947, Torrance has a population of nearly 147,000 and is the 12th largest city in California. Torrance is a full-service city with an annual budget in excess of \$200 million and a staff of over 1600 in 14 departments. The City has a council-manager form of government with an elected mayor and six council members.

The area enjoys a pleasant year-round climate with warm temperatures, gentle sea breezes and low humidity. The City boasts 46 parks and recreation amenities and six public libraries. The 502-seat James Armstrong Theatre in the Torrance Cultural Arts Center is an excellent venue for professional and local productions.

The community's population is culturally rich with an estimate of more than 80 languages spoken in local schools. Contributing to this diversity are such world-class international companies as Toyota Motor Sales U.S.A., American Honda Motor Company, Hi-Shear Corporation, Robinson Helicopter, Honeywell, Panasonic, and Virco Manufacturing, each of which call Torrance Home. Four major shopping centers are located in Torrance, including Del Amo Fashion Center, one of the largest shopping centers in the world.



CITY OF TORRANCE

Human Resources Division
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<http://www.torranceca.gov/523.htm#>

CITY OF TORRANCE

Police Department

Invites Applications for Public Safety Dispatcher Job Code 14027305



www.TorranceCA.Gov

PUBLIC SAFETY DISPATCHER JOB CODE 14027305

If you are interested in a career that is challenging and have a sincere desire to help people, then this position may be for you. The City of Torrance is seeking dedicated individuals to serve as Public Safety Dispatchers. Dispatchers work closely with police and fire services, use a computer aided dispatch system, take emergency and routine calls, exercise judgment in dispatching units and prioritizing calls, and provide information to police and fire personnel.

REQUIREMENTS

- Graduation from high school or equivalent.
- One year of experience in operating voice communication equipment (i.e. telephones, two way radios) or performing extensive public contact work involving the use of communication equipment.

Note: Candidate must obtain and maintain a valid Public Safety Dispatcher POST and Emergency Medical Dispatch Certificate within one (1) year of hire.

You must be available to work rotating shifts, including day, evening, graveyard, weekends and holidays.

DESIRABLE CANDIDATE

In addition to the requirements, a **desirable** candidate will possess:

- the ability to remain calm, have a clear and controlled voice, think quickly and logically in emergency situations, handle multiple tasks simultaneously and learn quickly.
- the knowledge to operate a computer keyboard by touch.
- excellent memorization skills.
- experience as a Police, Fire or other emergency dispatcher involving computer-aided dispatching.
- POST (Peace Officer Standards and Training) Public Safety Dispatcher Certificate (5% premium pay).
- Emergency Medical Dispatch (EMD) Certificate (5% premium pay). , or to back up personnel requesting assistance.

SALARY AND BENEFITS

The salary range is **\$3956 to \$5566 per month**. Experienced Dispatchers with EMD and POST certificates can earn up to **\$73,472** annually.

Benefits include:

- Night shift differential pay, 5% for swing shift and 7-1/2% for graveyard shift.
- 5% premium pay for acquiring and maintaining an Emergency Medical Dispatch (EMD) certificate, 5% for acquiring and maintaining POST Dispatch certificate, 5% while assigned to training duties, \$50 per month for bilingual pay.
- Employees receive retirement benefits through the California Public Employees Retirement System (CalPERS). Employees hired after January 1, 2013, that are new to CalPERS, or are returning members with a break in service greater than six months, will be enrolled in the formula 2% @ 62 retirement plan which is funded through contribution from both employer and employee. Employees currently contribute 6.2% toward Social Security and 1.45% toward Medicare.
- Coverage for Family Health plan, Dental and Vision care.
- Flexible Benefits program which provides tax-free options for additional medical, dental and child care expenses.
- Sick Leave, Vacation and Holiday Pay.

EXAMPLES OF DUTIES

- Dispatches personnel to scene of reported incidents, or to back up personnel requesting assistance.
- Exercise considerable judgment in dispatching deployed units, emergency resources and equipment.
- Provides personnel in the field with information relating to subjects, vehicles and property in order for field personnel to determine the appropriate action to be taken.
- Receives incoming calls for City Hall and the department in order to screen emergency calls from routine business calls.

SELECTION PROCESS

Only those applicants whose experience best meet our requirements will be invited to the examination process. The examination will consist of a written test (weighted 40%) tentatively scheduled for **Wednesday, March 12, 2014** and an interview (weighted 60%) tentatively scheduled for **Tuesday, April 8, 2014 & Wednesday, April 9, 2014**. Prior to being certified to vacant positions, candidates will be invited to take a qualifying keyboarding performance test.

APPLICATION PROCEDURES

Interested candidates MUST apply on-line at www.TorranceCA.Gov. Click on "Job Opportunities" under Quick Links and then Click "Job Openings (open to the public)."

Opens: Monday, February 10, 2014 at 7:30 a.m.

Closes: When 150 applications have been received or Thursday, February 20, 2014, at 5:30 p.m., whichever comes first.

SPECIAL NOTES

Names of candidates will be retained on the eligible list for a period of four months. Applicants may test for Public Safety Dispatcher only once in a twelve month period.

As a condition of employment, candidates must pass a pre-employment medical examination.

Candidates successful on all parts must pass a background check which will include job and personal references, arrest records, credit history, and use of controlled substances, psychological evaluation and polygraph test before being hired.

In accordance with the Memorandum of Understanding between AFL-CIO Local 1117, AFSCME, and the City of Torrance, new employees covered under that memorandum shall become members in good standing or pay the required service fee to Local 1117.

Applicants with disabilities who require special testing arrangements must contact the Human Resources Department prior to the final filing date.

The provisions of this announcement do not constitute an expressed or implied contract and any provisions contained in this announcement may be modified or revoked without notice.

**CITY OF TORRANCE
SUPPLEMENTAL APPLICATION FORM
FOR
PUBLIC SAFETY DISPATCHER
Job Code 14027305**

(MUST BE FILLED OUT COMPLETELY)

Please answer the questions by circling the appropriate response. Mark only one answer per question or leave the response blank if it does not apply. (To be considered for this position, questions 1, 2, and 3 must be fully completed).

1. Amount of full-time experience operating voice communication equipment or performing public contact work which involved the use of communication equipment (i.e. telephones, two-way radio, etc.).

- ☐ none
☐ less than one year
☐ one year to three years
☐ more than three years

What percentage of your work time were you operating voice communication equipment?

%

Describe the type of voice communication equipment you operated, the purpose of the communication, and dates you operated such equipment.

2. Have you used two-way radio communication equipment?

- ☐ no
☐ yes

3. Are you able and willing to work all rotating shifts, including days, evenings, weekends, and holidays?

- ☐ no
☐ yes

4. Have you worked as a public safety dispatcher?

- ☐ no
☐ less than one year
☐ one year to three years
☐ more than three years

5. Have you worked full-time dispatching other types of emergency units?

- ☐ no
- ☐ less than one year
- ☐ one year to three years
- ☐ over three years

If you answered b), c), or d) to question number 5, what types of emergency units did you dispatch, and what were the approximate employment dates?

6. Did your dispatching experience include the use of a computer-aided system?

- ☐ no
- ☐ yes

7. Can you operate a computer keyboard by touch?

- ☐ no
- ☐ yes

8. Do you have a POST Public Safety Dispatcher Certificate?

- ☐ no
- ☐ yes

9. Have you taken any training or coursework in emergency dispatching?

- ☐ no
- ☐ yes

If yes, please give the date(s) of such training, and briefly describe the training.

10. Are you able to read and give directions from a map or Thomas Guide?

- ☐ no
- ☐ yes

11. How familiar are you with Torrance streets, businesses and emergency facilities?

- ☐ not at all familiar
- ☐ somewhat familiar
- ☐ very familiar

12. Do you regularly handle emergency situations in your work?

- ☐ no
☐ yes

If yes, briefly describe the type of emergency situation you handle.

13. What do you feel are the main sources of stress in your job?

I certify that the information I have provided in my answers here is true and accurate.

PRINT NAME

SIGNATURE

DATE